



Montclair MANUFACTURER WARRANTY

Warranty Coverage

Duration of the Warranty

5 years: Huum Heaters and Wood-burning Stoves (Excludes discolouration)

5 years: Huum Control Systems

5 years: Sauna Structure

- Covers manufacturing and construction defects
- Excludes normal surface mould or discolouration that does not affect structural integrity.

5 years: PHR Construction-Grade Metal Cladding

- Excludes discolouration and rust where the polyester protective coating is compromised.

3 years: Thermo Aspen Wood Components

- Includes cladding, benches, and backrests.
- Excludes surface mould, discolouration, and damages caused by improper use or maintenance.

3 years: Thermo Pine Flooring

- Excludes surface mould, discolouration, water stains and damages caused by improper use or maintenance.

2 years: Rot or incipient decay to the exterior wood, interior wood and frame.

2 years: Stainless Steel Parts

- Includes spring-loaded hinges, metal locking mechanism, window and door trims.
- Excludes discolouration and rust (1-year warranty for rust).

1 year: LED Lighting

Warranty Claims Process

How to File a Claim:

- Email: hello@eiratherapy.co.uk
- Written request: Eira Therapy Ltd, Unit 8, Pen-Yr-Orsedd Industrial Estate, Llangefnï, LL77 7AW

Required Documentation:

- Original purchase receipt or invoice.
- Serial number of the product.
- Photographs and/or video of the defect.

Timeframe for Claims and Responses:

Claims must be made within the warranty period.

Eira Therapy Ltd will respond to claims within 14 days of receipt.

Associated Fees:

Customers may be responsible for shipping costs associated with returning the product or parts for inspection or repair.

A 1-year labour warranty is provided. Customers may be responsible for labour fees and mileage outside of this period.

Exclusions of Warranty

The warranty does not include:

- General wear and tear from using the product.
- Natural qualities of the materials used, including differences in wood grain or colour, rough surfacing, knots, cracks, or splits that do not affect the structural integrity of the product. Wood may crack or bend due to major fluctuations in humidity and temperature. This does not affect the functioning of the sauna and does not indicate that the timber is of inferior quality.
- Damage resulting from unforeseeable circumstances (e.g., vandalism, fire, flooding, acts of god etc.)
- Products repaired during the warranty period by persons other than the manufacturer or a person authorized by the seller.
- Non-transferable warranty; applicable only to the original buyer of the product.
- Warranty invalidation if the sauna is moved or relocated by anyone other than Eira Therapy or Concept Spa.
- Water Stains: This warranty does not cover stains or discolouration caused by water, including rainwater. Proper care and protection against moisture are the customer's responsibility, and any damage from water exposure or improper maintenance is not covered

Maintenance Requirements for Warranty Validity

- Adherence to all maintenance instructions provided by Eira Therapy Ltd is required to maintain warranty validity. Refer to the product manual for detailed maintenance guidelines.

Limitations and Liability

- Limitation of Liability: Eira Therapy Ltd's liability is limited to the repair or replacement of defective parts as specified in the warranty coverage. The company is not liable for any incidental or consequential damages.
- Maximum Obligation: The maximum obligation of Eira Therapy Ltd under this warranty is limited to the original purchase price of the product.
- Disclaimers of Implied Warranties: This warranty is in lieu of all other warranties, express or implied, including but not limited to implied warranties of merchantability and fitness for a particular purpose.

Additional Terms

- Transferability: This warranty is non-transferable and applies only to the original purchaser of the sauna.
- Geographic Limitations: The warranty is valid only within the regions where Eira Therapy Ltd products are sold and distributed.
- Dispute Resolution: Any disputes arising from this warranty will be subject to the exclusive jurisdiction of the courts in the region where Eira Therapy Ltd is located.

Legal Considerations

- Compliance with UK Law: Eira Therapy Ltd adheres to UK law. This warranty gives you specific legal rights, and you may also have other rights which vary from region to region. Any disputes or claims arising from or relating to this warranty will be governed by the laws of the region where Eira Therapy Ltd is headquartered.